

MINUTES OF THE
MAG PSAP MANAGERS GROUP MEETING

April 15, 2004
Scottsdale Police Dept
Scottsdale, AZ

MEMBERS ATTENDING

Susan MacFarlane, Chairperson
Kathy Jeter, Apache Junction
Renata Garcia, Avondale
Velma Washington, Buckeye
Vicki Szczepkowski, Chandler
Michelle Busch, El Mirage
*Janet Laird, Gilbert
Sherrie Clark for Sheila Pattee, Glendale
Chris Nadeau, Goodyear
Erika Wilson, Mesa
Mary Millard, Maricopa County
Bruce Barrow, Paradise Valley
Viola Bent for Vicky Scott, Peoria
Curtis Thomas, Salt River Pima-Maricopa
Indian Community

Tom Melton, Scottsdale
Jack Aguilar, Surprise
Karen Allen, Tempe
*Toni Rogers, Tolleson
*Scott Bowman, Wickenburg
+Brian Tobin, ASU
+Barbara Jaeger, ADOA
*+Gina Weiers, Capitol Police
*+Debbie Henry, DPS
+Virgie Tsosie for Mark Bach, Ft. McDowell
Yavapai Nation
*+David Demers, Luke AFB
+Leif Anderson, Phoenix
+Tami deRuiter, Phoenix
+Joe Gibson, Rural Metro/Southwest Ambulance

* Those members neither present nor represented by proxy.
+ Ex-Officio member

OTHERS PRESENT

Andrea Olson, Cox Communications
Jim Martin, Pinal County
Curt Fonger, Pinal County
Bob Bobbett, Qwest
Lisa Sheridan, Qwest
Sara Eaton, Cox Communications
Al Mendoza, Qwest
Ken Reid, Rural Metro/Southwest
Ambulance

Michelle Kessler, Phoenix
James Spillers, Qwest
Brad Johnston, Mesa
Jean Maiocco, Phoenix
Cari Zanella, Mesa
Liz Hunt, Phoenix
Mike Benjamin, Phoenix
Dave Eaton, Phoenix

1. Call to Order and Introductions

Susan MacFarlane, chairperson, called the meeting to order at 9:10 a.m. Self-introductions were made.

2. Call to the Audience

There were no comments from the audience.

3. Approval of the October 16, 2003 PSAP Managers Meeting Minutes

Erika Wilson moved, Tami deRuiter seconded, and it was unanimously carried to approve the January 15, 2004 PSAP Managers' meeting minutes.

4. MSAG/GIS Mapping

Dave Eaton reported:

- He will be getting a new extract from Intrado based of the centerline file.
- Three interns from ASU are gathering missing address for the database. Don't be concerned of some address points are missing from the map for Mapped ALI.
- Contact One (contractor) is currently working on developing cell sites for eight carriers.
- Equipment for the Mapped ALI Project has been delivered. Jean Maiocco has been tagging all equipment with asset numbers.
- Dave reviewed the implementation schedule for the mapped ALI.
- Dave will be forming a Mapped ALI User Group after all sites have gone live to help further direct use of this new system.
- Liz discussed training for the Mapped ALI Project. Some agencies still have not signed up for user training. Those agencies need to contact Liz to get this done.
- Liz will visit each PSAP after training and installation is complete to do a brief administrator training. After that, each agency will be able to train additional employees on Mapped ALI.

5. 911 Regional Tech Team

Mike Benjamin reported:

- Three new technicians have been hired bringing the total technicians for the Maricopa Region 911 Office to six. Their names and pictures will be posted on the Maricopa Region 911 websites to help agencies become more familiar with them
- Mike reviewed a draft on what an agency can expect for customer service when they call for a technician. A Customer Service Users Group comprised of several representatives from PSAPs wrote this document. Mike will email out the final version of this document.
- Agencies scheduled for OS upgrades are DPS, Tempe, and Glendale
- Agencies scheduled for Positron upgrades are Scottsdale, Goodyear, and ASU
- Salt River Police and Fort McDowell Police have both received new systems
- Plant Pallas is currently installed is Gilbert, Surprise, and Peoria. These sites are still in beta code until the system has stabilized.
- The Data Network Project is still in production. Cox and Qwest should be scheduling installations with each PSAPs. If Qwest or Cox shows up at a PSAP unannounced, the PSAP has the right to send them away and have them schedule a time for installation. Any issues with these two vendors may be directed to

Mike Benjamin.

- There was a discussion of the decision that Scottsdale Police Communications will receive all after hour calls and contact the on-duty technician. This should save the agencies from having to keep track of multiple numbers to reach a 911 Technician. Karen Allen from Tempe was concerned if Scottsdale was extremely busy that these calls for a technician could be delayed. Mike pointed out the total monthly call volume was an average of 50 calls per month and Scottsdale felt they could handle the call volume.
- Agencies with non-emergency issues can email or go through the website to report issues.
- Phoenix Police will conduct criminal history check on all technicians so each agency will not have to repeat this process.
- Susan inquired of Peoria and Surprise if they were still having issues with the Pallas System. Viola Bent from Peoria said they were still reporting incidents to Qwest on a daily basis. The problems seem to be random. Susan suggested that the issues also be reported to Mike as well as Qwest. This might prompt faster resolutions and follow-up.

6. Community Emergency Notification System

Liz Hunt reviewed the CENS launch made by Phoenix Fire Alarm Room on March 22 for the Tempe Fire Ammonia spill.

Full Person Delivery of Message:	288	16.24%
Partial Person Delivery of Message:	399	22.50%
Full Machine Delivery of Message:	308	17.37%
Partial Machine Delivery of Message:	122	6.88%
Partial TDD Delivery of Message:	2	0.11%
Full TDD Delivery of Message:	1	0.06%
<hr/>		
Total Delivered Messages	1120	63.17%

Liz reviewed issues pertaining to CENS. See attached

7. Maricopa Region Wireless 911 Project

Susan MacFarlane reported:

- The RFP for the wireless router is out. Demand letters have been issued to the wireless companies and they have 6 months to respond. Cell sites that are using network-based solutions are only required to provide 50% of the cell sites after six months. This does not apply to sites using GPS solutions.
- With Phase II being close to being implemented, a users group needs to be organized to help standardize procedures on handling wireless 911 calls. Those agencies interested in participating may contact Susan or Mary by email.

8. Wireless Update

Barbara Jaeger provided an update for Penelope Meyers regarding the state wireless project.

- Santa Cruz County has six carriers up and ready to go.
- Yavapai County and Flagstaff Police have been contacted to see if they can go directly to Phase II as Maricopa Region will be doing.
- Talks are in process with Page and the Four Corners area on getting 911 calls directed appropriately for their area.
- Qwest and the State 911 Office are currently working on getting 30W installed around the state.
- Pima and Maricopa will be at Phase II by the summer of 2005.

9. ADOA Report

Barbara Jaeger reported:

- Legislation on protecting 911 funding is still active but has not yet been passed.
- There are two pieces of legislation on voice over IP; neither bill is favorable to the 911 process. Barbara will submit an example of a voice over IP call from DFW airport that was answered by a PSAP in the northeast.
- Barbara's office has begun an encumbrance program with the 911 funds. This process will help in the detailed report given to the legislature at the end of the year and help protect 911 funding.

10. Qwest 911 Account Team Report

Bob Bobbett, Qwest, mentioned that he would do everything he can to help ease into us doing self-maintenance and do what they can to assist in making the transition smooth.

11. Qwest Maintenance Report

Al Mendoza, Qwest, advised

- Qwest had 2 sites PF16 issues. Both were resolved.
- Vesta 2.2 upgrades are complete except for Phoenix Fire.
- 30W ALI conversions will start in Maricopa Region in April
- Qwest is working with CAP modules in Peoria

Lisa Sheridan asked agencies to contact her to update or get Condition 4 routing in place.

12. Cox Communications Report

Sara Eaton, Cox Communication, reported that she is the new representative having taken Danielle Mill's position. Sara provided her background in the 911 field.

13. MAG FY 2005 PSAP Annual Element/Funding Request Amendment

There were no comments from citizens on this agenda item.

- Apache Junction is upgrading their phone system and needs a \$237,000 amendment to the 2005 budget.
- Chandler requires an additional two 911 answering positions and needs a \$40,000 amendment to the 2005 budget.
- Chandler is getting a logging recorder and needs a \$5,000 amendment to the 2005 budget.
- Glendale is getting a logging recorder and needs a \$6,800 amendment to the 2005 budget.

All amendments were passed with a motion from Erika Wilson, Mesa Police and a second from Leif Anderson, Phoenix Fire.

A reminder to all PSAPs that budget letter will be mailed out on May 1st and needs to be returned as soon as possible.

Susan thanked Tom Melton for hosting the meeting.

Next meeting is scheduled for Thursday, July 15, 2004 at 9:00 a.m. The meeting will be held at:

**Tempe Police Department Substation Auditorium
8201 S Hardy
Tempe, AZ**

The meeting was adjourned at 11:16 a.m.